



# Assistant Support Manager

Job Reference: W142/19

<b>Location:</b>	<b>Alcohol Related Brain Damage Services (ARBD) Possilpark, Glasgow</b>
<b>Salary:</b>	£20,979 - £24,444 per annum (£10.76 - £12.54/hr equivalent)
<b>Working hours:</b>	37.5 per week
<b>Responsible to:</b>	Support Manager
<b>Special conditions:</b>	Hours may include; evenings, weekends and waking night shifts
<b>Closing date:</b>	<b>15/01/2020</b>
<b>Interview date:</b>	<b>Week beginning 20/01/2020</b>

## Job Summary

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To assist the Support Manager in the management of the service, including supporting and supervising staff, working directly with service users and limited budget management.

Our Glasgow ARBD service is seeking someone who has a knowledge of and experience in the field. We are about to through an exciting transformation to the service and you could be a part of the innovative management team taking it forward.

## Responsibilities

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- Collaborate with the Support Manager in the referral/selection process of users of the service.
- Assist in the development, implementation and monitoring of support plans for all users of the service ensuring that they are involved in decisions about their own support.
- Establish and maintain productive working relationships with other professionals involved in the support of service users.
- Assist service users to be involved in decisions affecting them in relation to their own support and the running of the project.
- Assist service users to participate in occupational and leisure activities.

- Assist in the management of the support team in relation to work practice, conduct, absence, supervision, support and the identification of training needs.
- Assist in the induction of new employees and in the recruitment process where required.
- Assist the Support Manager to adequately deploy staff to meet the support needs of clients.
- Assist in the monitoring and administration of the project budget and accounts.
- Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- Provide direct support to service users
- Assist with any further tasks or projects as required.

### Person Specification

<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• SVQ 3 in Health and Social Care, or equivalent as defined by the SSSC</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Supervisory or management qualification as defined by the SSSC</li> </ul>
<b>Knowledge and Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant experience of working in the mental health field</li> <li>• Experience of team-working</li> <li>• Experience of multi-agency working</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in leading and motivating a team</li> <li>• Experience of health and safety requirements</li> <li>• Experience in recruitment and induction of staff</li> <li>• Experience of working in a supervisory role</li> <li>• Experience of managing a budget</li> </ul>
<b>Core Competency – Working with Others</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Builds good working relationships with team members and colleagues throughout the organisation.</li> <li>• Facilitates co-operative and effective working whilst in a team.</li> <li>• Takes active steps to build good relationships with other professionals.</li> </ul>
<b>Core Competency – Learn and Apply</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Identifies learning and development needs and seeks a range of formal and informal learning opportunities to meet them.</li> <li>• Makes best use of own strengths and finds ways to overcome personal challenges.</li> </ul>
<b>Core Competency – Communication</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Produces structured, accurate and concise written reports.</li> <li>• Can explain complex information in a way which makes it understandable.</li> <li>• Uses the most appropriate means of communication, using content style and language to suit the audience and context.</li> <li>• Creates an environment where the opinions of others can be expressed.</li> <li>• Shares ideas, experiences and knowledge with others.</li> </ul>

<b>Core Competency – Managing Self</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Sustains effort to overcome obstacles and feelings of frustration, and is able to maintain a positive view.</li> <li>• Engages in open and reflective debate and provide constructive comments about proposed changes.</li> </ul>
<b>Core Competency – Professionalism</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to Penumbra’s values and shares understanding with others.</li> <li>• Maintains sound ethical and professional standards at all times, reporting wrongdoing and encouraging others to do the same.</li> <li>• Is proactive in identifying areas for improvement and implements creative developments.</li> <li>• Manages time effectively to ensure tasks are completed and deadlines are met.</li> <li>• Plans ahead for meetings and busy periods.</li> <li>• Ensures the delivery of efficient, effective, high quality services.</li> <li>• Acts as a role model by setting clear standards for service delivery.</li> </ul>
<b>Role Specific Competency – Managing People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Leads by example.</li> <li>• Is approachable.</li> <li>• Builds trust and confidence in others.</li> <li>• Shows vision and inspires others towards objectives.</li> <li>• Sets clear and understandable goals, and communicates these with individuals and the team.</li> <li>• Leads or participates in meetings professionally and confidently.</li> </ul>
<b>Role Specific Competency – Supporting People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Supports individuals in line with organisational values, policies and procedures.</li> <li>• Understands recovery and works with a recovery focused approach.</li> <li>• Consistently works with a person-centered approach.</li> </ul>

**Completed Applications should be returned to:**

[recruitment@penumbra.org.uk](mailto:recruitment@penumbra.org.uk)

**or**

Recruitment  
Penumbra  
Norton Park  
57 Albion Road  
Edinburgh  
EH7 5QY

Closing date: Monday 15<sup>th</sup> January 2019